



PERFORMANCE MEASUREMENT REPORT

APRIL 2016

Jesús Garza
CITY OF KINGSVILLE | CITY MANAGER'S OFFICE



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EMPLOYEE RECOGNITION

Employee of the Month



Dan Pickard, Fire Fighter/Paramedic with our Fire Department has gone above and beyond his duties by repairing several pieces of equipment that would have normally needed to be sent off for repair. These included a pair of step chock holders which were destroyed after being run over. He reconstructed both holders. He replaced the carb on the lawn mower. The original FS#1 construction sign made of pewter was a special project he took on as well. This sign was corroded and ready to be thrown away. He took a couple of hours and his own tools to clean, shine and repair until it looked brand new. These are the traits of a firefighter who cares for his job and the fire department as a whole.

CONGRATULATIONS DAN!

COMMUNITY APPEARANCE

Code Enforcement

History:



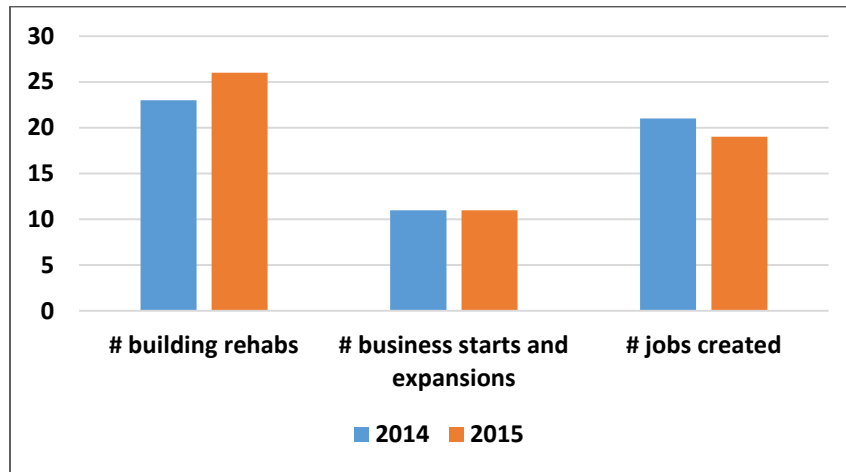
	2012	2013	2014	2015
Notices Sent	2,078	2,144	2,105	2,120
Inspections	2,198	2,617	3,119	3,776
Reinspections	2,440	2,671	1,737	1,821
Abatements	148	418	513	946

Monthly Reporting:

	Previous Year Total 2014-2015	Previous Month Mar. 2016	Current Month Apr. 2016	Year to Date (Oct – Apr 2016)
Notices Sent	2,120	443	419	1,876
Inspections	3,776	604	641	2,886
Reinspections	1,821	162	136	1,029
Abatements	946	101	187	700

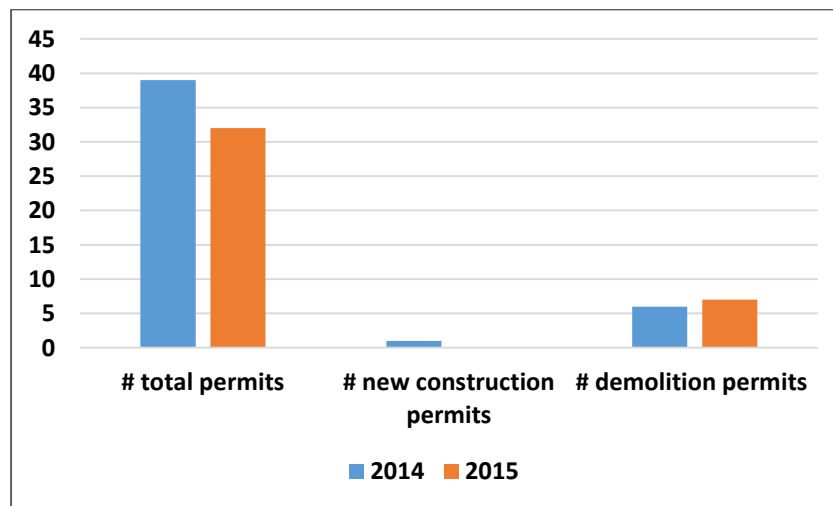
DOWNTOWN

Main Street



	2014	2015	Year to Date (Jan. – March)
Building rehabs	23	26	3
Business starts and expansions	11	11	1
Jobs created	21	19	0

Historic District



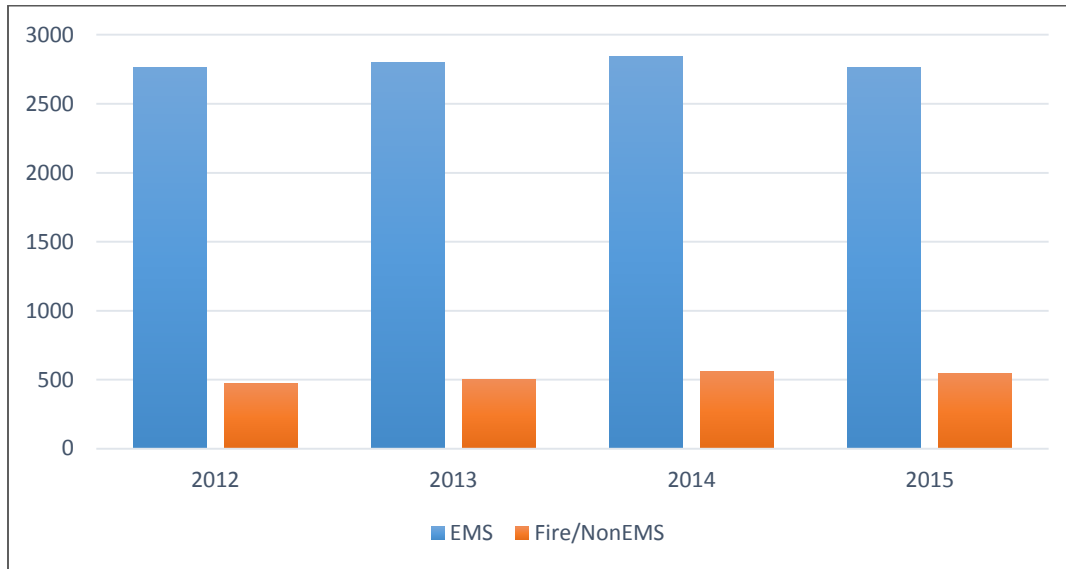
	2014	2015	Year to Date (Jan. – April)
Total permits	23	26	5
New construction permits	11	11	1
Demolition permits	21	19	0

Notes: This data is collected and gathered quarterly and annually and is based on calendar year.

FIRE DEPARTMENT

Fire & EMS Call Volume

History:



	2012	2013	2014	2015
EMS	2,764	2,802	2,843	2,760
Fire/Non EMS	469	501	559	546

Monthly Reporting:

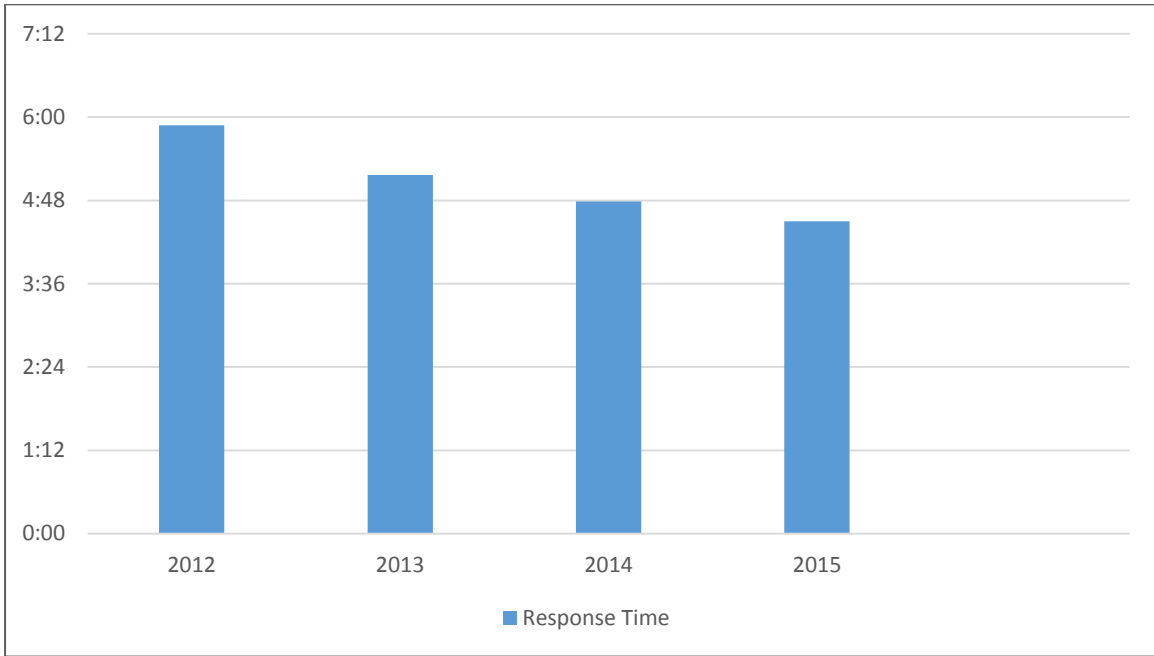
	Previous Year Total	Previous Mo. Mar. 2016	Current Mo. Apr. 2016	Year to Date (Oct - Apr)
EMS	2,843	223	224	1,559
Fire/Non EMS	559	47	38	273

Notes:

- 2015 experienced an increase in the amount of out of service time for ambulances resulting in a number of EMS calls being handled by private EMS partners.

Response Time

History:



	2012	2013	2014	2015
Response Time	5:35	5:10	4:47	4:30

Monthly Reporting:

	Previous Year Time	Previous Month Mar 2016	Current Month Apr 2016	Year to Date (Oct – Apr)
Response Time	4:47	4:40	4:36	4:32

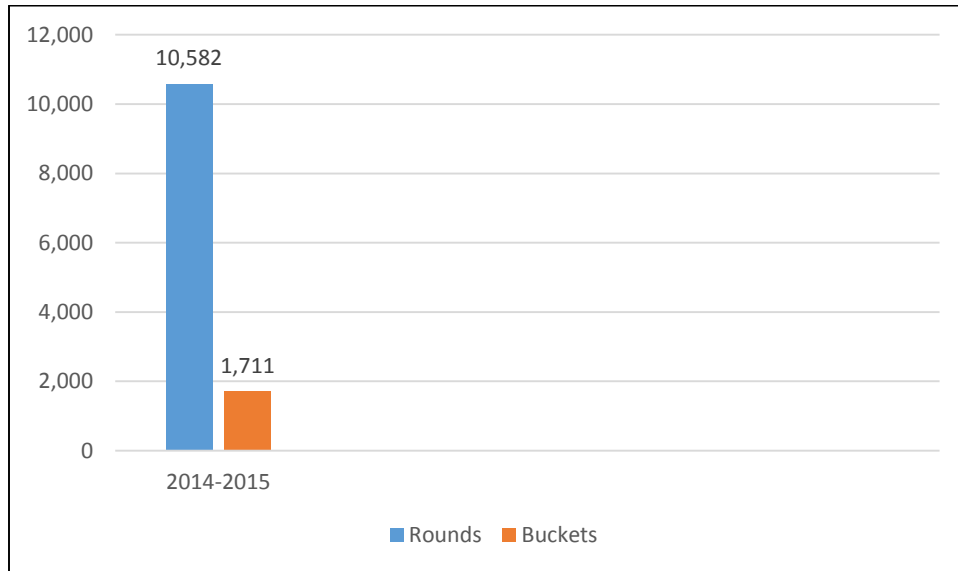
Notes:

- Response time is a significant factor in patient outcome and is calculated based on dispatch time, turnout time and travel time.

GOLF COURSE

Rounds & Buckets

History:



	2014-2015
Rounds	10,582
Buckets	1,711

Monthly Reporting:

	Previous Year Total	Previous Mo. Mar 2016	Current Mo. Apr 2016	Year to Date (Oct - Apr)
Rounds	10,582	1,040	1,085	6,709
Buckets	1,711	211	258	1,317

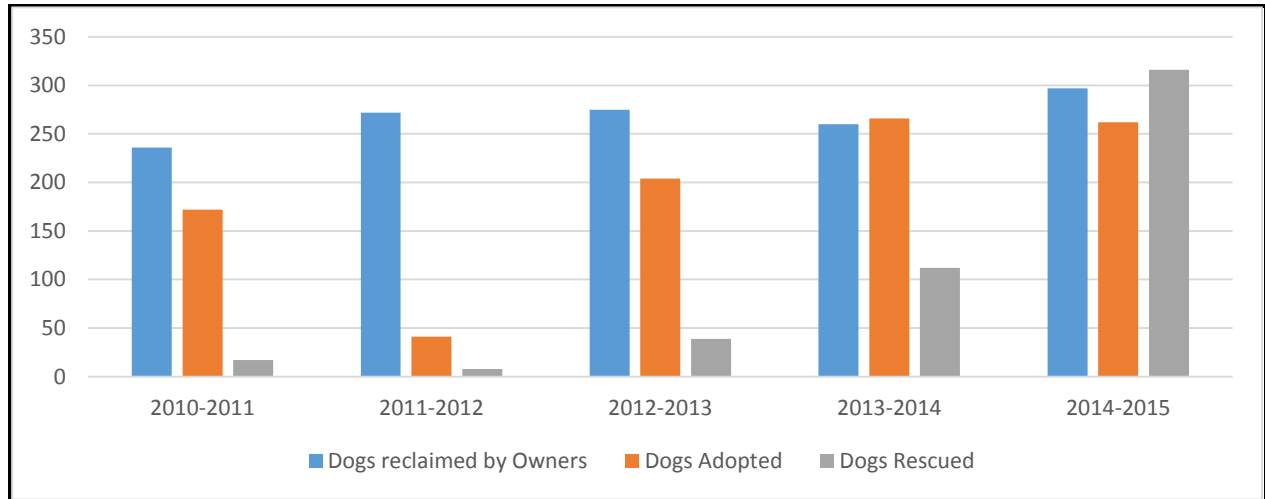
Notes:

- April Data is based through April 27, 2016 and will be updated next month.
- Data gathering began when City took over management in FY 2014-2015

HEALTH DEPARTMENT (ANIMAL CONTROL)

Dogs

History:



	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Dogs Reclaimed by Owners	236	272	275	260	297
Dogs Adopted	172	41	204	266	262
Dogs Rescued	17	8	39	112	316

Monthly Reporting:

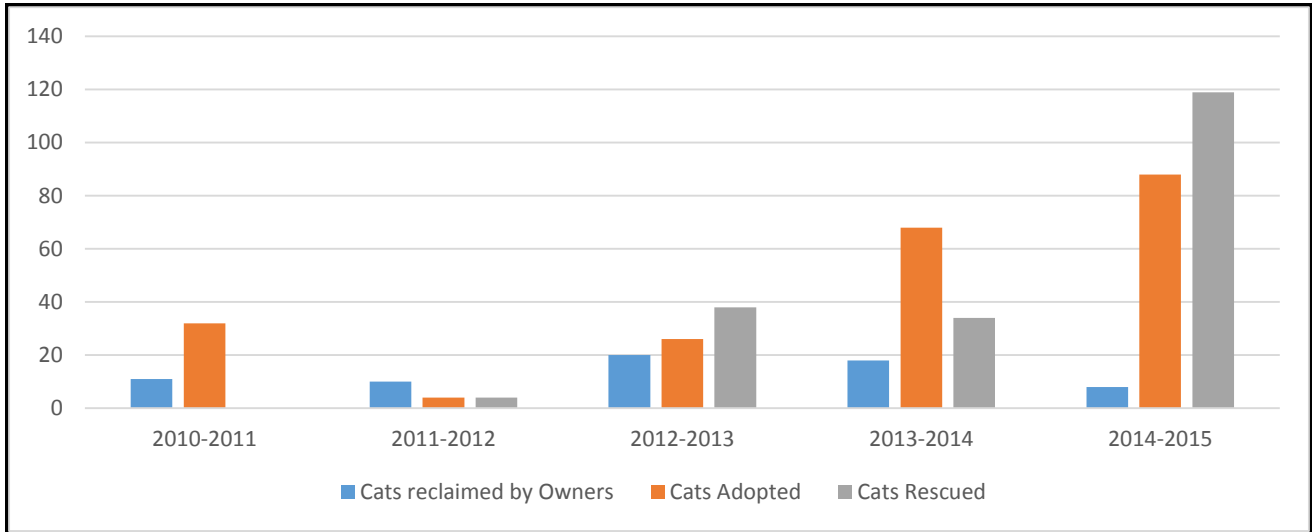
	Previous Year Total 2014-2015	Previous Month March. 2016	Current Month April. 2016	Year to Date (Oct –April 2016)
Dogs Reclaimed by Owners	297	18	13	163
Dogs Adopted	262	8	16	131
Dogs Rescued	316	44	101	310

Notes:

- The results in high number of dogs being rescued, has been attributed to rescue groups (501c 3) pulling dogs from the City-County Health Department/Animal Control Center.

Cats

History



	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Cats Reclaimed by Owners	11	10	20	18	8
Cats Adopted	32	4	26	68	88
Cats Rescued	0	4	38	34	119

Monthly Reporting:

	Previous Year Total	Previous Month March. 2016	Current Month April. 2016	Year to Date (Oct – April 2016)
Cats Reclaimed by Owners	8	0	1	7
Cats Adopted	88	8	7	42
Cats Rescued	119	11	16	92

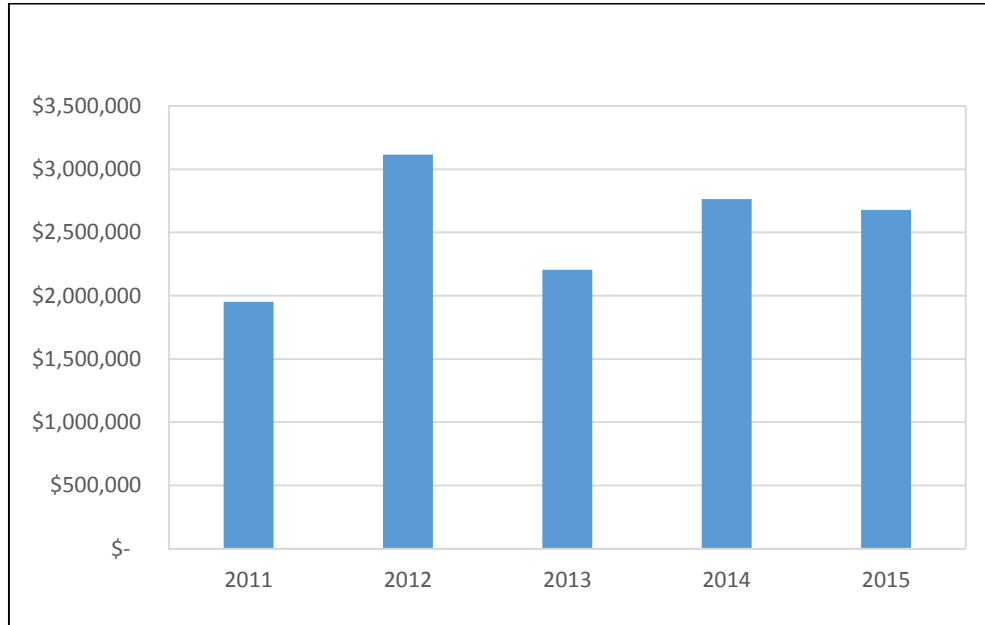
Notes:

- The results in high number of cats being rescued, has been attributed to rescue groups (501c 3) pulling cats from the City-County Health Department/Animal Control Center.

HUMAN RESOURCES

Medical and Rx Claims Expense

History:



	2011	2012	2013	2014	2015
Medical & Rx Claims Expense	\$ 1,952,902	\$ 3,114,762	\$ 2,206,061	\$ 2,762,879	\$ 2,677,229

Monthly Reporting:

	Previous Year Total	Previous Mo. March 2016	Current Mo. April 2016	Year to Date (Oct. - April)
Medical & Rx Claims Expense	\$ 2,677,229	\$ 259,694	\$ 103,736	\$ 1,515,559

Notes:

- Medical and Rx claims expense is a portion of the total cost of providing insurance coverage to eligible City of Kingsville employees. This represents the actual dollar amounts paid to medical providers, facilities and pharmacies based on an average of 6,881 claims processed per fiscal year.

Hires & Separations

History:



	2011	2012	2013	2014	2015
Hires	43	77	59	60	107
Separations	39	75	52	58	73

Monthly Reporting:

	Previous Year Total	Previous Mo. March 2016	Current Mo. April 2016	Year to Date (Oct. - April)
Hires	107	3	3	42
Separations	73	2	3	29

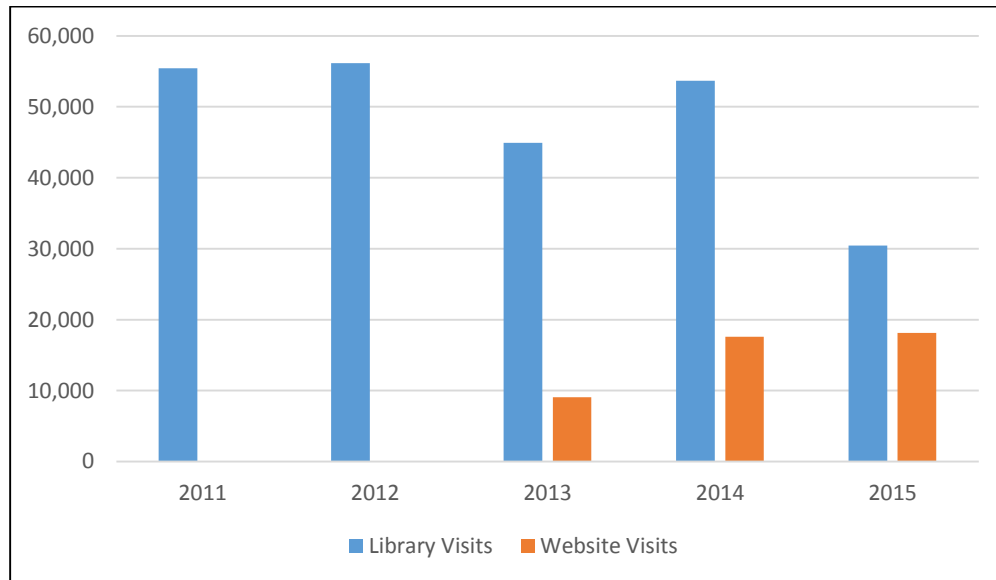
Notes:

- Higher number of hires for Fiscal Year 2014-2015 due to the incorporation of Parks & Recreation and Golf Course services. In addition to full-time positions, the Parks and Recreation Department utilizes approximately 20 seasonal employees during the year which are concentrated in the summer months.

LIBRARY

Patrons Visiting Library & Website

History:



Monthly Reporting:

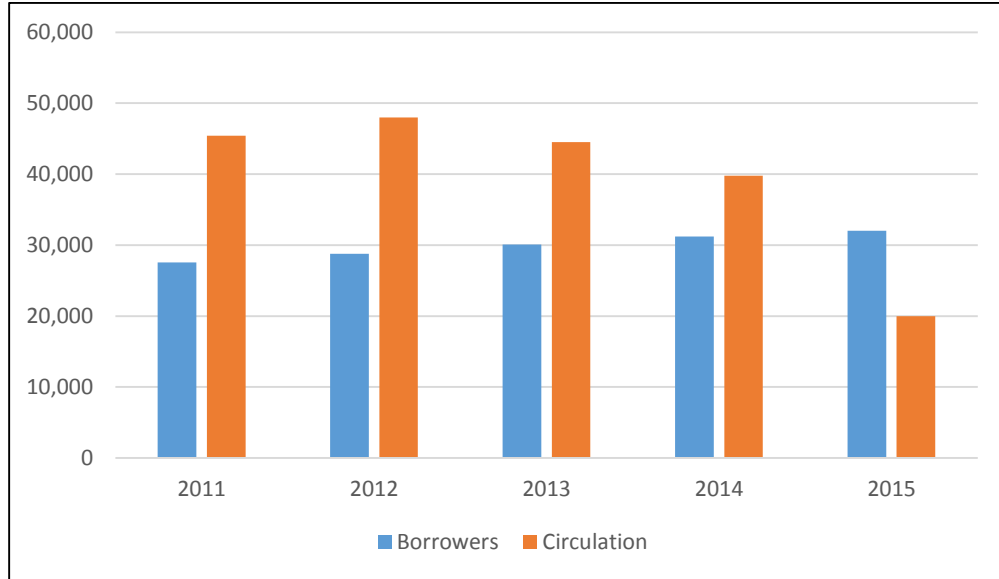
	Previous Year Total	Previous Mo. Mar. 2016	Current Mo. Apr. 2016	Year to Date (Oct - Apr)
Library Visits	30,442	3,692	3,678	24,456
Website Visits	18,121	1,001	1,312	7,788

Notes:

- In 2013, the library's website was upgraded, which included the ability to track website usage using Google Analytics. Prior to this upgrade, the library was not able to obtain accurate website usage history.
- For FY:2015, the library was closed for approximately 5½ months for mold remediation.

Registered Borrowers & Materials Circulation

History:



Monthly Reporting:

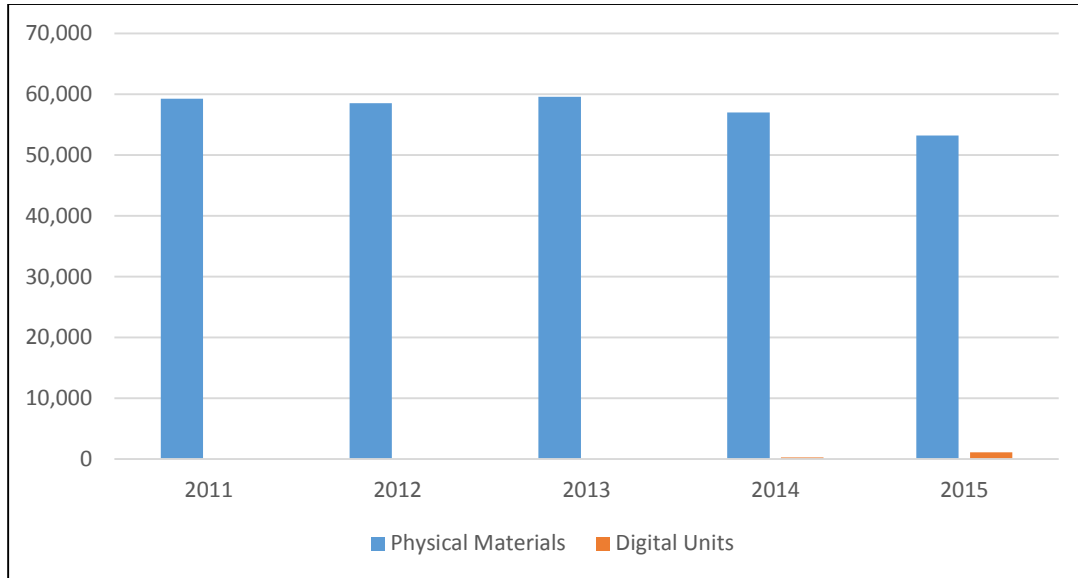
	Previous Year Total	Previous Mo. Mar. 2016	Current Mo. Apr. 2016	Year to Date (Oct - Apr)
Borrowers	32,007	32,486	32,557	433
Circulation	19,995	2,342	2,397	16,336

Notes:

- In 2013, the Library implemented a Community and Academic Outreach Service, designed to educate students and adult residents about the library's services, specifically Electronic Resources, which are available 24 hours a day with a valid library card. While the actual Circulation statistics have gradually gone down, the library has continued to see Borrower growth every year to access those Electronic Resources.
- For FY:2015, the library saw a decrease in Circulation due to the library being closed for approximately 5½ months for mold remediation.

Library Collection

History:



Monthly Reporting:

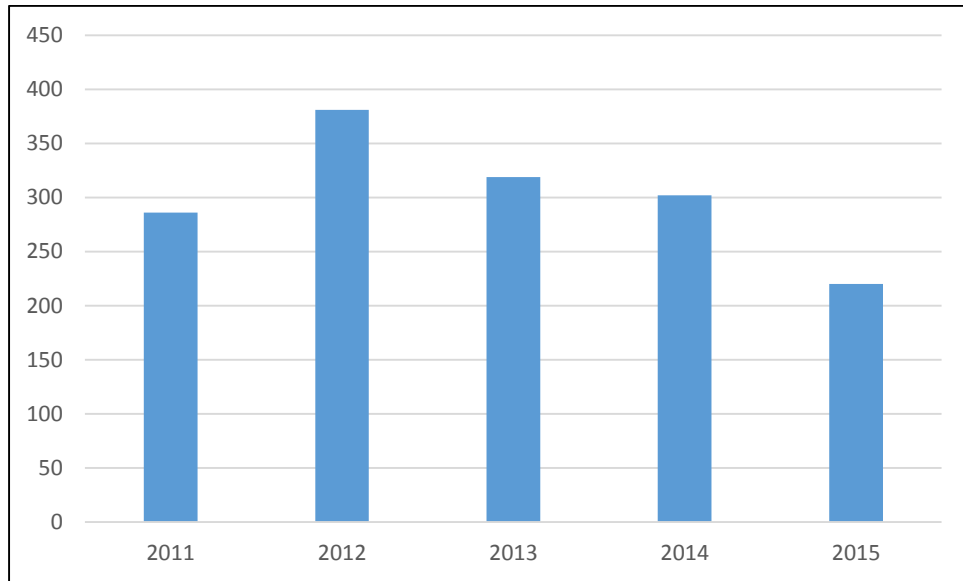
	Previous Year Total	Previous Mo. Mar. 2016	Current Mo. Apr. 2016	Year to Date (Oct - Apr)
Physical Materials	53,206	53,483	53,820	53,820
Digital Units	1,121	1,425	1,425	1,425

Notes:

- Through 2013, the library's collection consisted of books, periodicals, and audio books. In 2014 the library began to curate its Digital Collection that initially consisted of 200 eBooks, which has now grown to over 1,300 items as of the end of 2015.
- For FY:2015, the library saw a decrease in its Physical Materials due to the library disposing of books that were affected by its non-toxic mold infestation.

Library Programs

History:



Monthly Reporting:

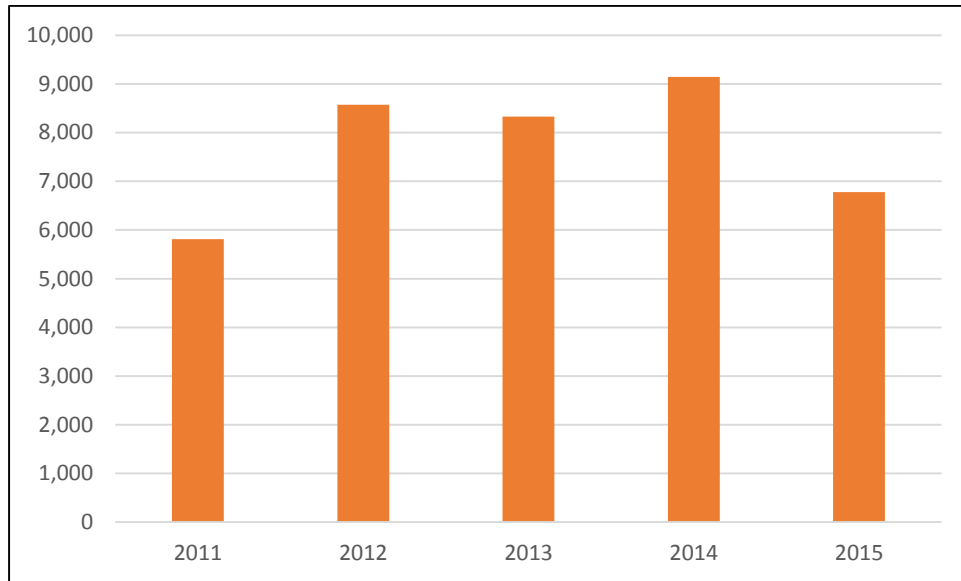
	Previous Year Total	Previous Mo. Mar. 2016	Current Mo. Apr. 2016	Year to Date (Oct - Apr)
Programs	220	28	21	155

Notes:

- The library hosts several, well-attended program that cover a wide variety of ages, from toddlers to adults. These programs include weekly storytimes, holiday storyhours, Summer Programs, in-school presentations, and outreach events.
- For FY:2015, the library saw a decrease in its Programs due to the library being closed for approximately 5½ months for mold remediation.

Program Attendance

History:



Monthly Reporting:

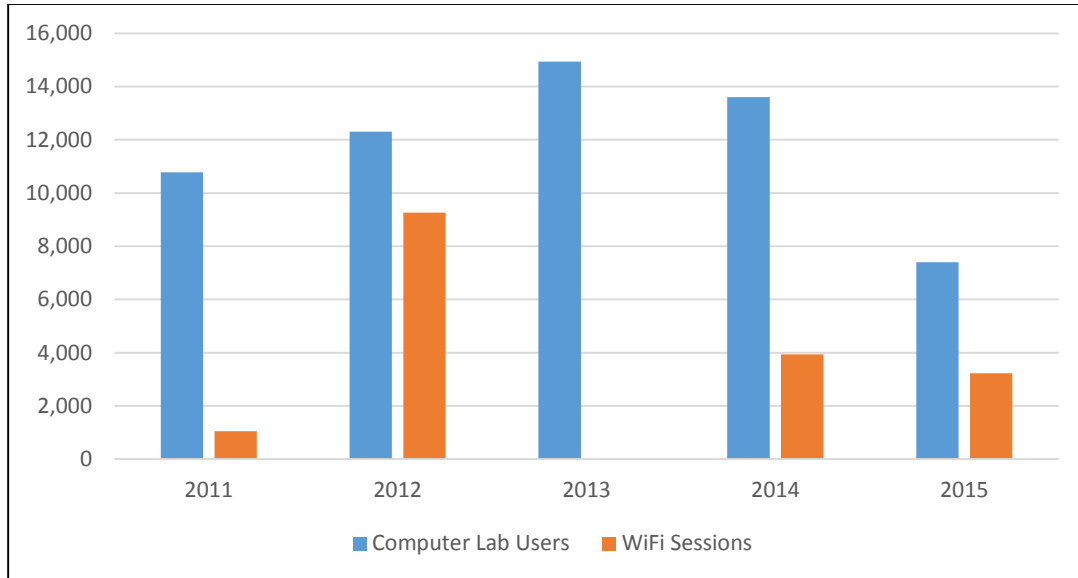
	Previous Year Total	Previous Mo. Mar. 2016	Current Mo. Apr. 2016	Year to Date (Oct - Apr)
Attendance	6,776	1,070	745	6,418

Notes:

- The library hosts several, well-attended program that cover a wide variety of ages, from toddlers to adults. These programs include weekly storytimes, holiday storyhours, Summer Programs, in-school presentations, and outreach events.
- For FY:2015, the library saw a decrease in its Program Attendance due to the library being closed for approximately 5½ months for mold remediation.

Internet and Electronic Services

History



Monthly Reporting:

	Previous Year Total	Previous Mo. Mar. 2016	Current Mo. Apr. 2016	Year to Date (Oct - Apr)
Computer Lab Users	7,394	872	851	5,381
WiFi Sessions	3,224	359	335	2,075

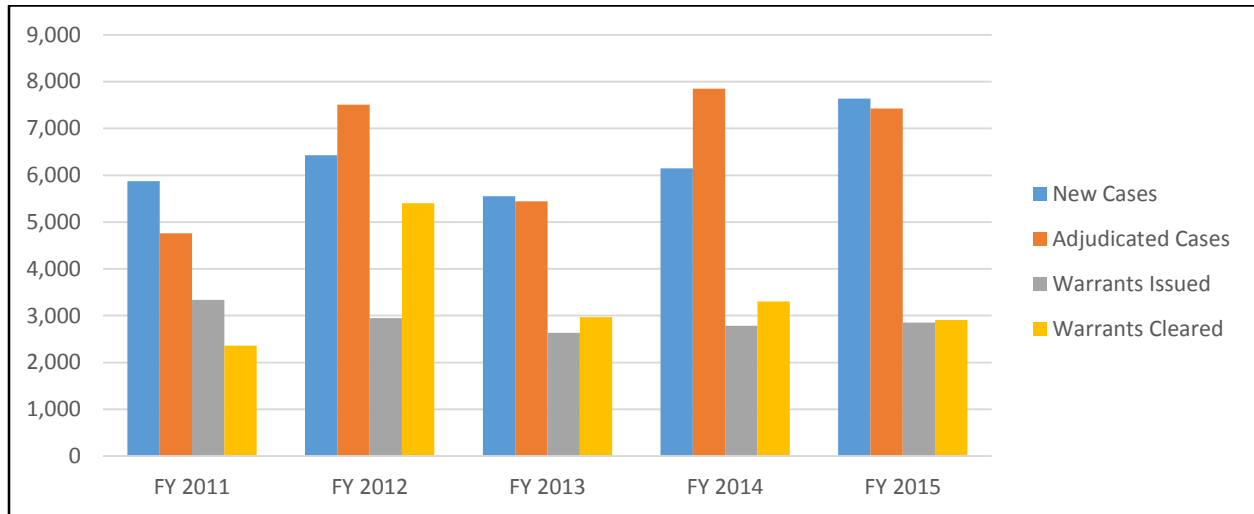
Notes:

- In 2012, the library began to upgrade its WiFi network, which would allow library staff to not only maintain its network more efficiently, but also obtain better monthly statistics for reporting purposes after it was discovered that usage statistics were being reported incorrectly. WiFi statistics for 2013 were not available due to the library making its transition from wireless service provider to a stand-alone system. The upgrade was completed in 2014, with the library obtaining better statistics and a more robust WiFi experience for its patrons. A WiFi Session is defined as one (1) device connected to the library's wireless network for more than 5 minutes.
- For FY:2015, the library saw a decrease in its Internet and Electronic Resources due to the library being closed for approximately 5½ months for mold remediation.

MUNICIPAL COURT

Violations

History



	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
New Cases	5,873	6,428	5,551	6,148	7,639
Adjudicated Cases	4,758	7,508	5,444	7,850	7,427
Warrants Issued	3,339	2,947	2,631	2,784	2,852
Warrants Cleared	2,359	5,406	2,968	3,304	2,905

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
New Cases	7,639	353	330	3,017
Adjudicated Cases	7,427	664	318	3,187
Warrants Issued	2,852	265	53	1,195
Warrants Cleared	2,905	491	165	1,573

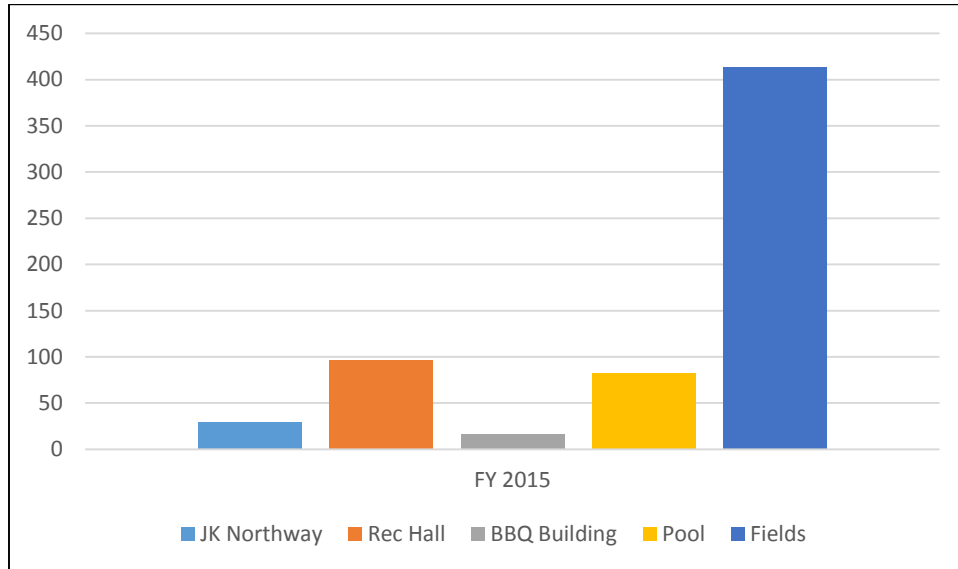
Notes:

- The high number of warrants cleared in 2012 were the result of old warrants being cleaned out of the system. There were approximately 3,000 old warrants that were part of this cleanup.
- The following are the results of the Texas Warrant Roundup
 - o 347 warrant orders executed (451 cases adjudicated)
 - o \$1,601.66 cash bonds posted
 - o \$62,848.12 in receipts collected
 - o \$21,343.19 in jail time credit
 - o \$63,828.06 setup on payment plans or extension orders

PARKS & RECREATION

Facility Usage

History:



	FY 2015
JK Northway	29
Rec Hall	97
BBQ Building	17
Pool	82
Fields	413

Monthly Reporting:

	Previous Year Total	Previous Mo. Mar 2016	Current Mo. Apr 2016	Year to Date (Oct - Apr)
JK Northway	29	2	2	19
Rec Hall	97	11	10	49
BBQ Building	17	1	3	8
Pool	82	0	0	0
Fields	413	17	26	122

Notes:

- JK Northway, Recreation Hall and the BBQ building are measured in days activated, whereas the Pool and Athletic Fields are measured in number of events.
- Data being tracked when facilities shifted to City Management

PLANNING & DEVELOPMENT SERVICES

Status of Planning & Development Projects in FY 2015-2016

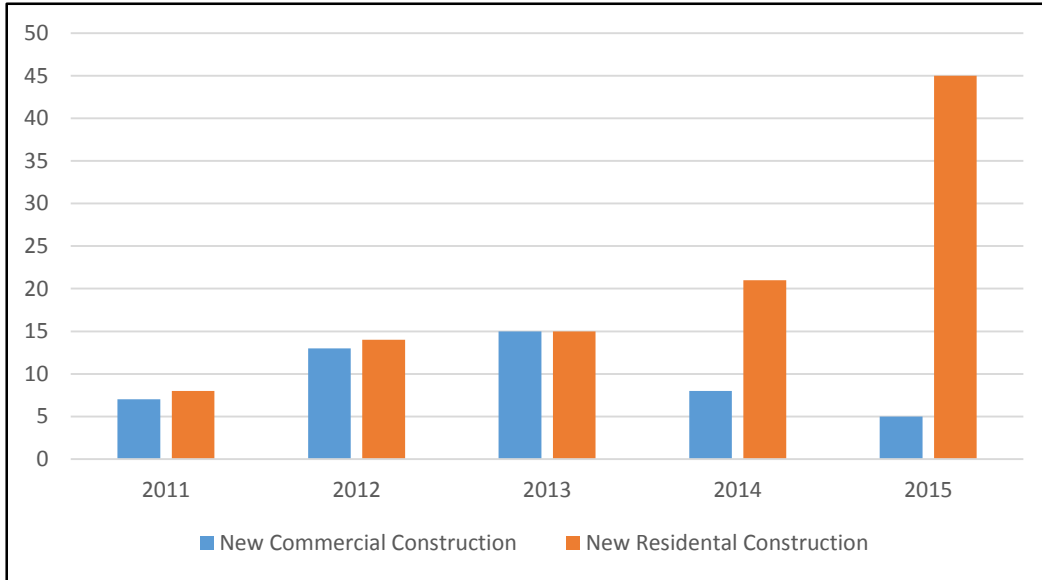
Projects	Type	Completed Estimated Construction
Torres Estates	Residential	To Be Determined
La Quinta Hotel	Commercial	Dec-16
KISD FEMA Domes	Public	Apr-16
Wildwood Trails	Residential	Ongoing
Lake View Villas	Residential	Ongoing
New City Hall	Public	Mar-16
Legends II	Student Housing Units	Aug-16
University Center	Commercial	Spring 2016
Enterprise Rent A Car	Commercial	To Be Determined
Storage Building	Commercial	Apr-16
Racer Apartments	Apartments – 14 Units	Aug-16
213 W. Ave D	Apartments – 13 Units	To Be Determined
712 W. Ave F	Apartments – 14 Units	To Be Determined
Marriott Town Suites	Commercial	To Be Determined
Murphy's Gas Station	Commercial	Aug-16
Domino's	Commercial	Completed
Paulson Falls	Residential	Completed

Added This Month

Completed This Year

Residential & Construction

History:



	2011	2012	2013	2014	2015
New Commercial Construction	7	13	15	8	5
New Residential Construction	8	14	15	21	45

Monthly Reporting:

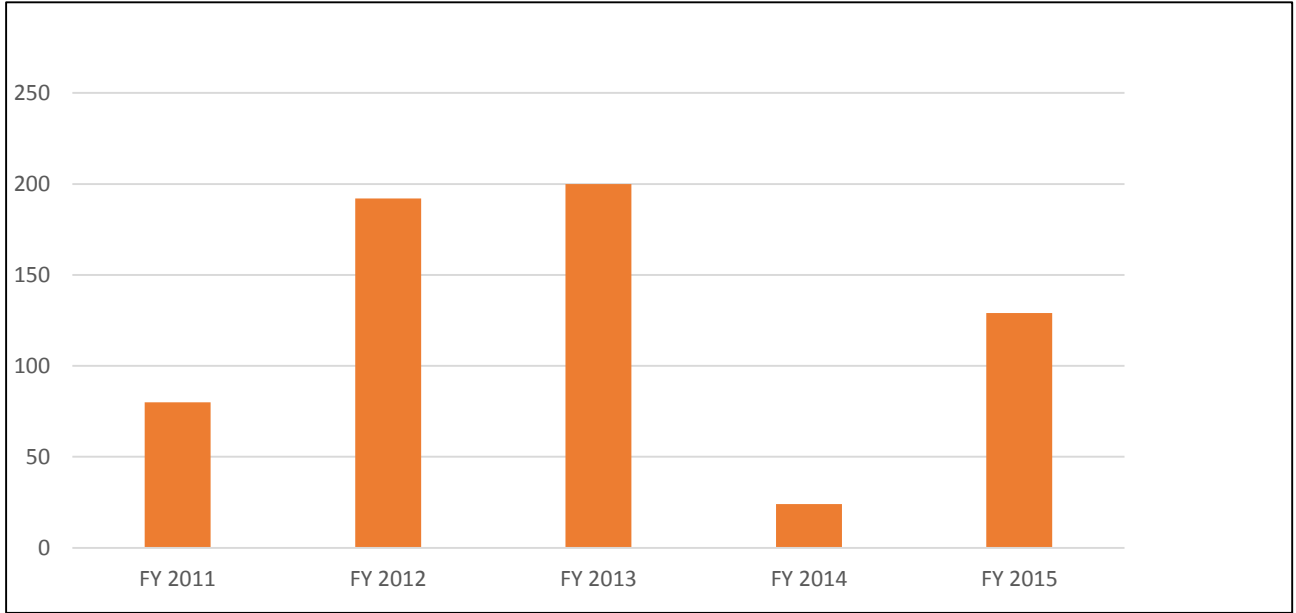
	Previous Year 2014-2015	Mo Mar 2016	Current Mo Apr 2016	Year to Date (Jan. - Apr)
New Commercial Construction	5	1	1	3
New Residential Construction	45	4	9	27

Notes:

- Measured by Calendar Year

Apartment Units

History:



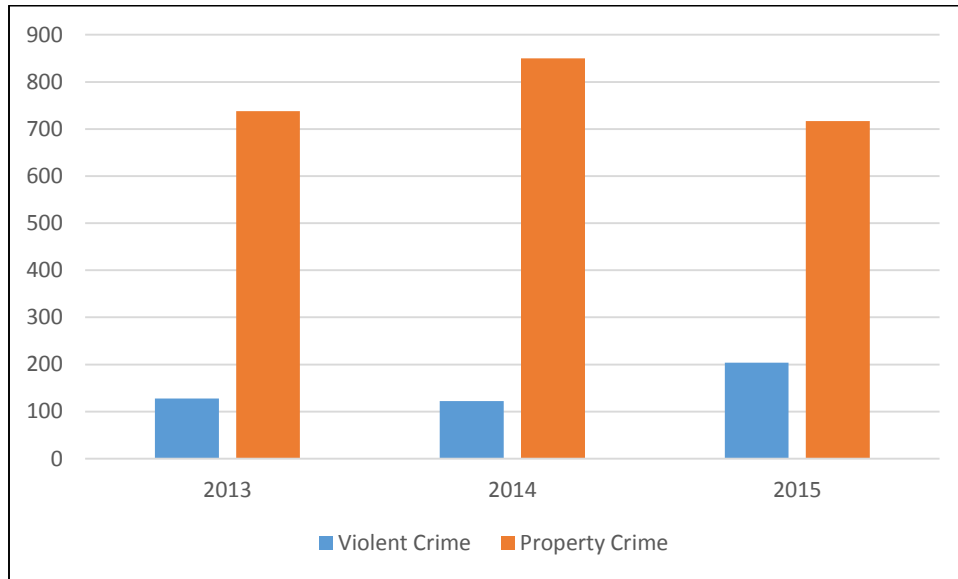
Notes:

- Units vary in size and as such range from containing 1 to 4 beds. Due to the increase in University 4 bed set ups, staff estimates on average each unit contains 2-3 beds.

POLICE DEPARTMENT

Violent & Property Crime

History:



	2013	2014	2015
Violent Crime	128	122	204
Property Crime	738	850	717

Monthly Reporting:

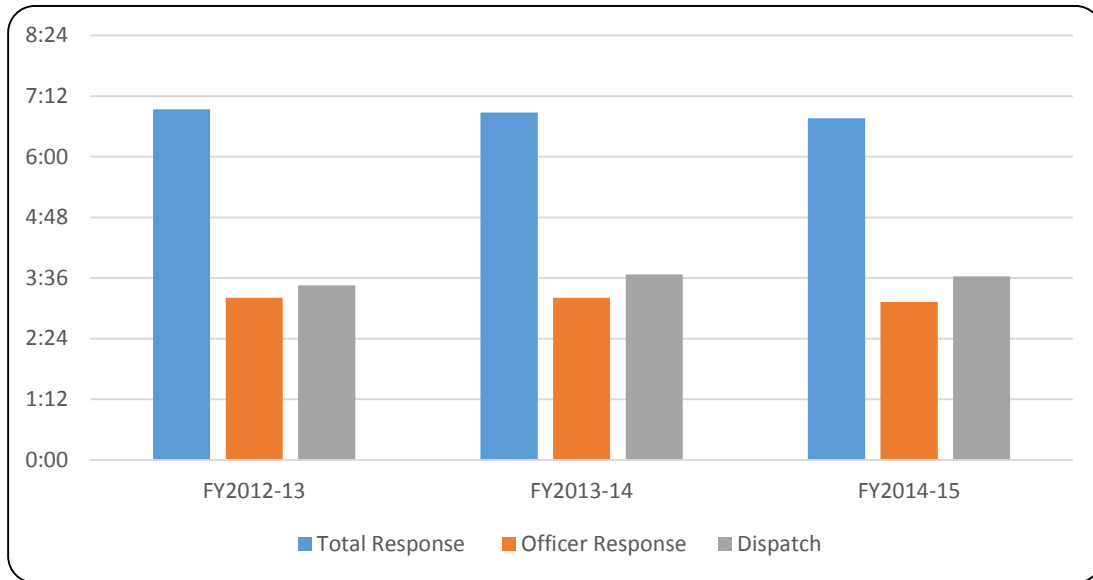
	Previous Year Total	Previous Mo. Mar 2016	Current Mo. Apr. 2016	Year to Date (Oct. -Apr.)
Violent Crime	204	5	3	35
Property Crime	717	62	64	452

Notes:

- Violent Crime includes criminal homicide, rape, robbery and aggravated assault. Data for January 2016 may change as reports are approved for the month.
- Notes: Property Crime includes Residential/Building Burglary, Burglary of Motor Vehicle, Other Thefts, Auto Theft and Arson. Monthly data will show an increase in these types of crimes. The increase in thefts is due to off-duty officers being hired to work at a local business resulting in the arrest of shoplifters. The data for January may change as reports for the month are still coming in via the approval process.

Priority 1 Response Times

History:



Monthly Reporting:

	Previous Year Total	Previous Mo. Mar. 2016	Current Mo. Apr. 2016	Year to Date (Oct. - Apr.)
Total Response	6:45	6:12	6:27	6:13
Officer Response	3:07	3:31	4:02	3:31
Dispatch	3:38	2:41	2:25	2:42

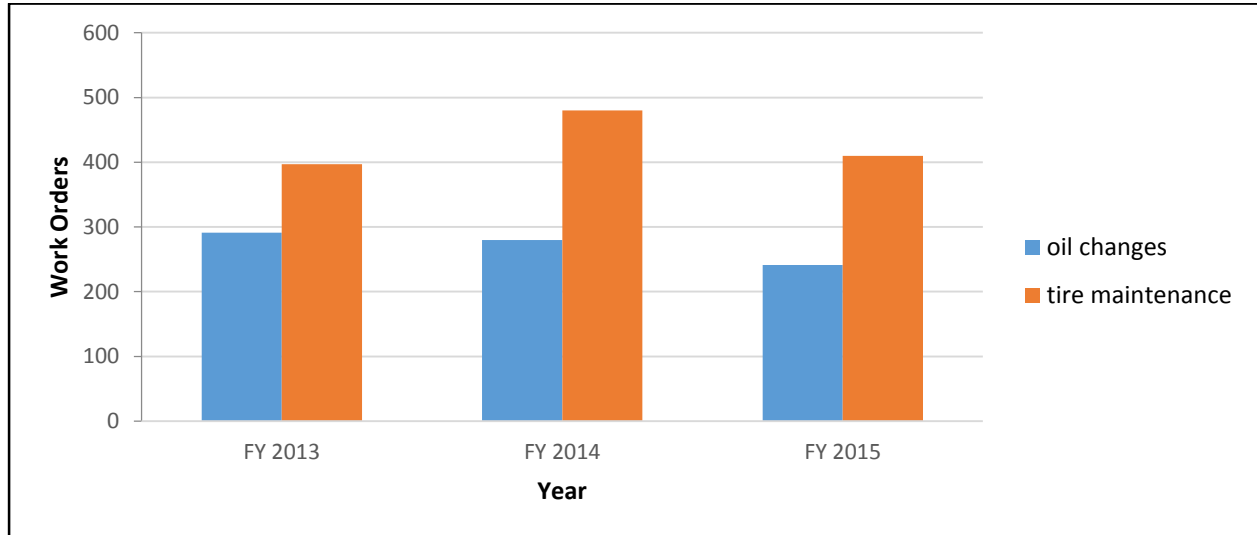
Notes:

- Priority 1 calls are those which require the quickest response by police. The information provided here has been averaged across every priority 1 call the police department has received during the course of the time indicated.
- Dispatch time is the time it takes for the on duty dispatcher answer the call and provide information to the officer out in the field. Officer response is the time it takes the officer to get to the call.

PUBLIC WORKS (GARAGE)

Vehicle Maintenance

History:



	FY 2013	FY 2014	FY 2015
Oil Changes	291	280	241
Tire Maintenance	397	480	410

Monthly Reporting:

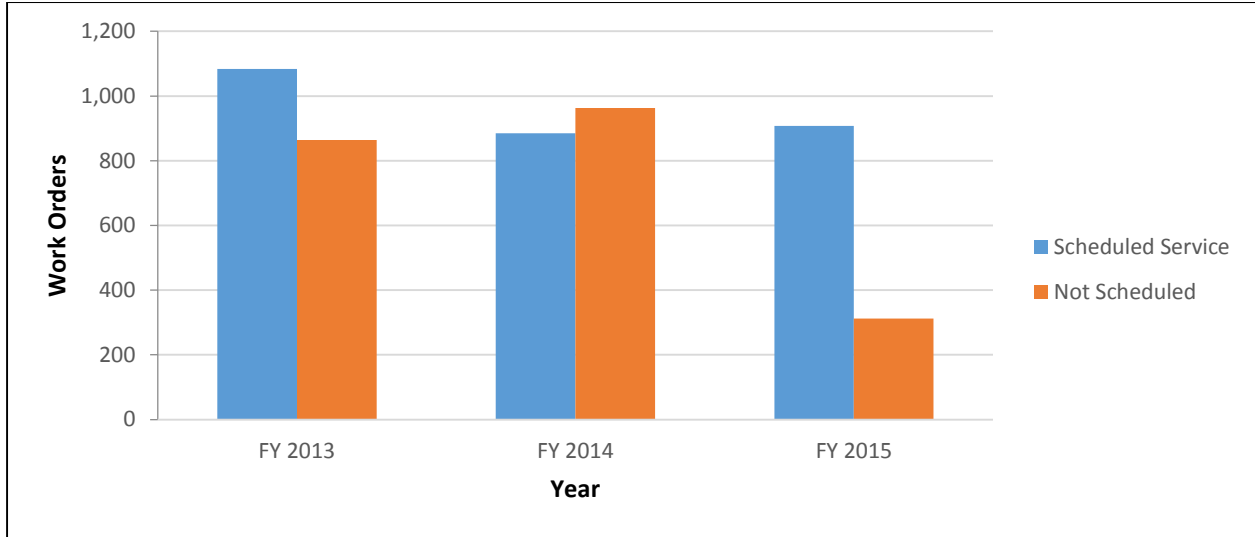
	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Oil Changes	241	32	39	224
Tire Maintenance	410	86	67	487

Notes:

- Newer vehicles and equipment resulted in fewer non-scheduled calls in 2015.
- Divisions are scheduling service in a timely manner, as well.
- One to two year vehicles are receiving more tire maintenance

Vehicle Service Calls

History:



	FY 2013	FY 2014	FY 2015
Scheduled Service	1,084	885	908
Not Scheduled	864	963	312

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Scheduled Service	908	69	71	467
Not Scheduled	312	180	140	609

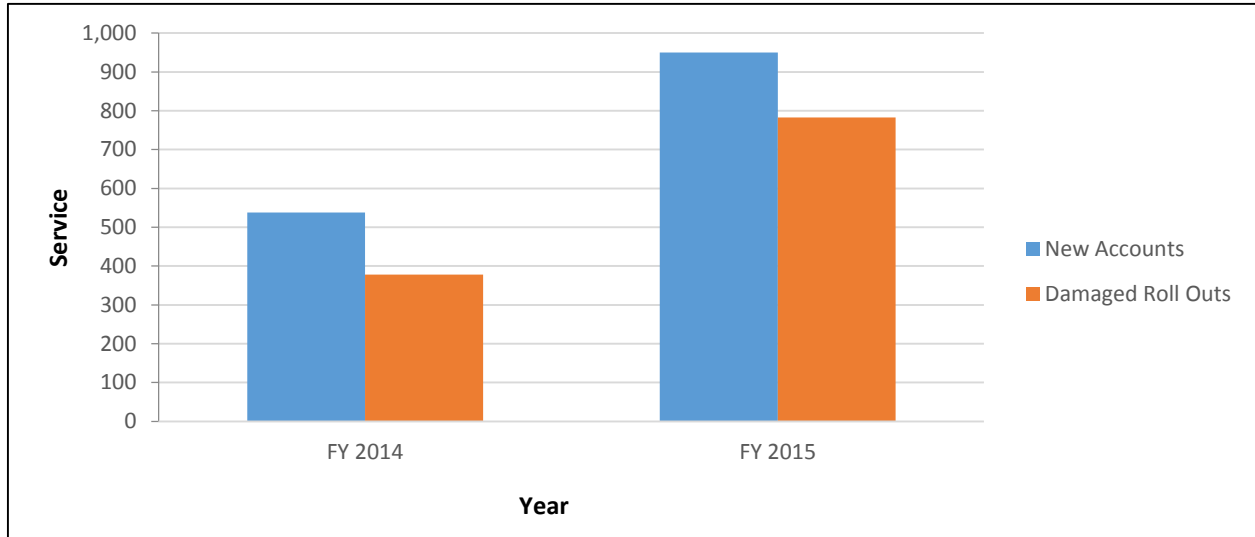
Notes:

- The GPS units on each vehicle has resulted in lower mileage use (wasted driving). This is seen on both oil changes and tire maintenance.

PUBLIC WORKS (SANITATION)

New Accounts and Damaged Roll Outs

History:



	FY 2014	FY 2015
New Accounts	538	950
Damaged Roll Outs	378	783

Monthly Reporting:

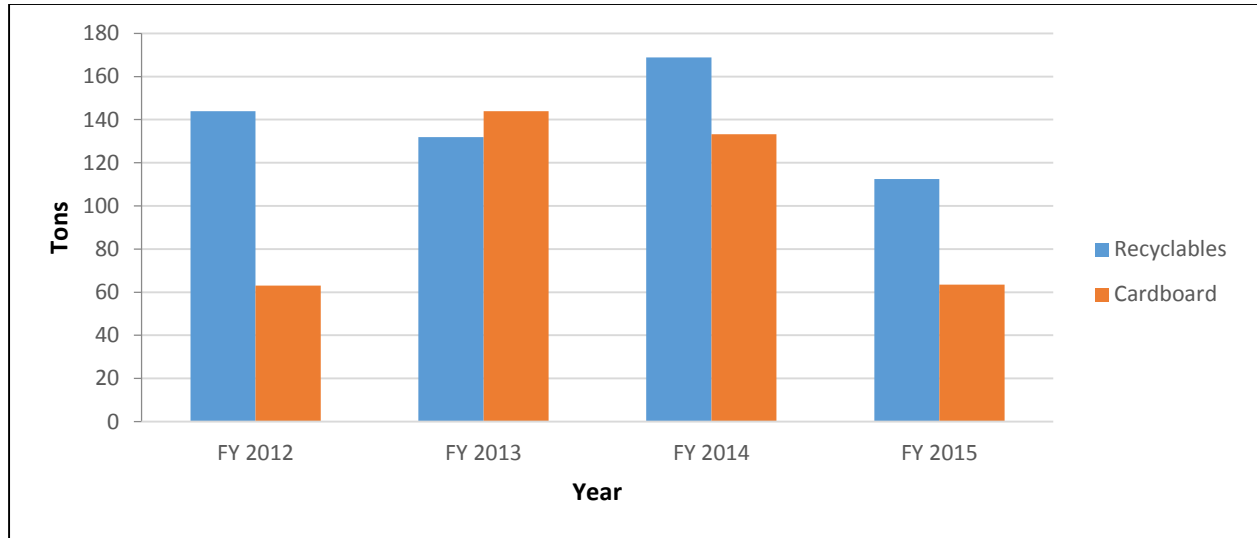
	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
New Accounts	950	101	92	559
Damaged Roll Outs	783	78	57	388

Notes:

- The increase in 2015 in both new accounts and damaged roll outs may be due to growth of increased residences.

Recycling

History:



	FY 2012	FY 2013	FY 2014	FY 2015
Recyclables	144	132	169	112
Cardboard	63	144	133	64

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Recyclables	112	12	9	53
Cardboard	64	6	7	62

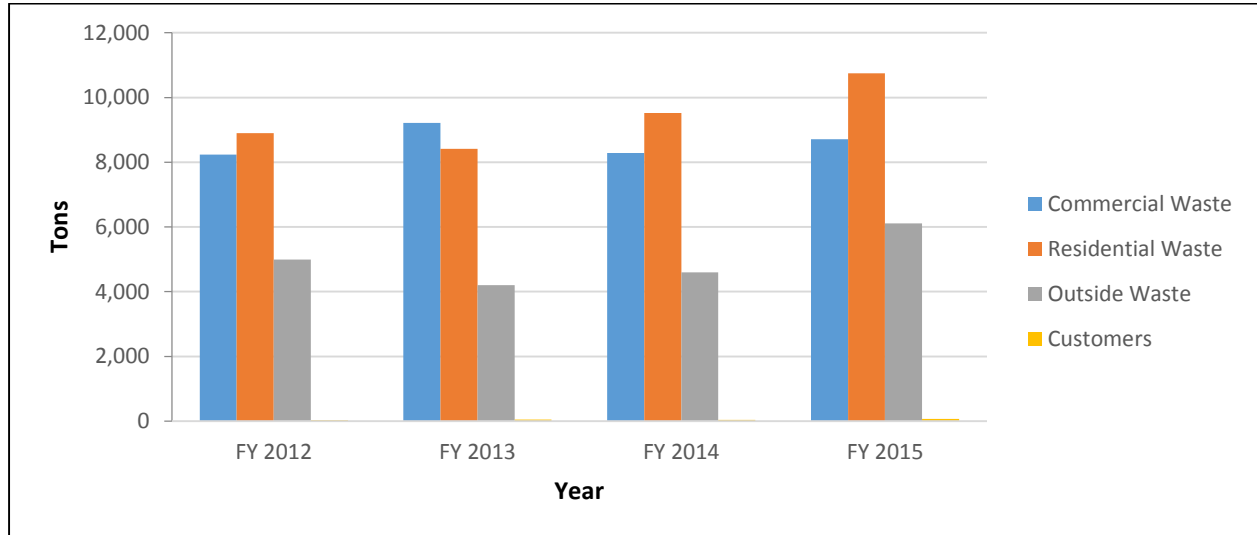
Notes:

- Aluminum, paper, tin and plastic are in the recyclables category separated from Cardboard due to the fact that they are priced at different rates.
- January 2016 saw no recycling numbers because no haul offs occurred during this month.

PUBLIC WORKS (SOLID WASTE)

Commercial and Residential Waste

History:



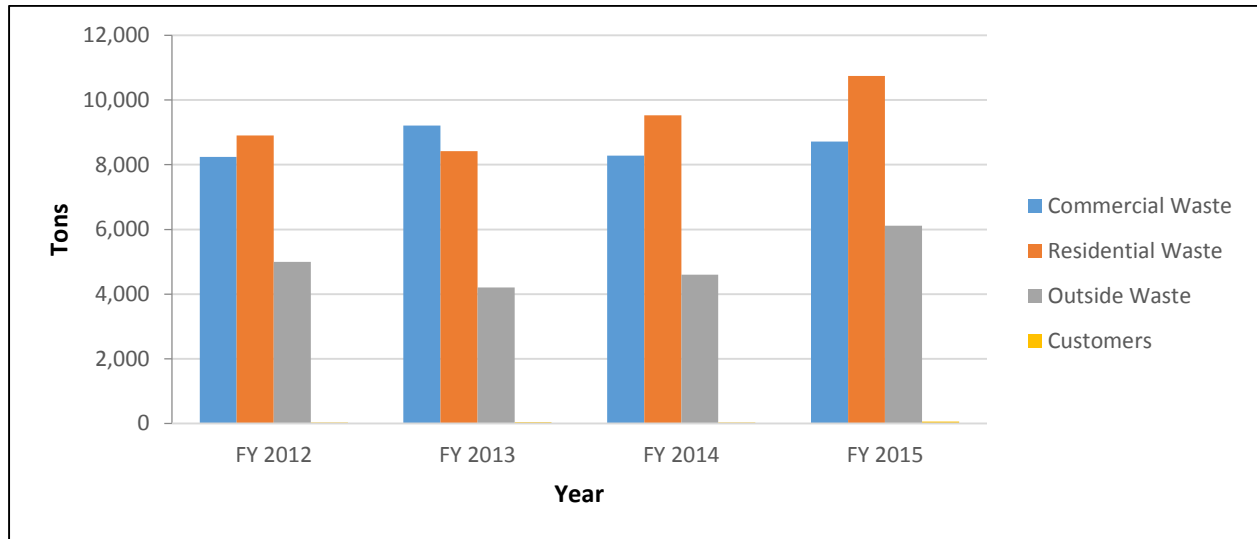
	FY 2012	FY 2013	FY 2014	FY 2015
Commercial Waste	8,238	9,211	8,284	8,711
Residential Waste	8,904	8,418	9,526	10,744
Outside Waste	4,997	4,204	4,600	6,111
Customers	27	45	35	64

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Commercial Waste	8,711	739	690	5,691
Residential Waste	10,744	850	856	4,684
Outside Waste	6,111	555	525	3,071
Customers	64	3	1	20

Construction & Demolition and Brush

History:



	FY 2012	FY 2013	FY 2014	FY 2015
Commercial Waste	8,238	9,211	8,284	8,711
Residential Waste	8,904	8,418	9,526	10,744
Outside Waste	4,997	4,204	4,600	6,111
Customers	27	45	35	64

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
City C&D	2,490	78	84	608
Commercial C&D	4,515	224	236	1,634
Residential C&D	646	57	47	320
Total Brush	1,830	214	271	1117

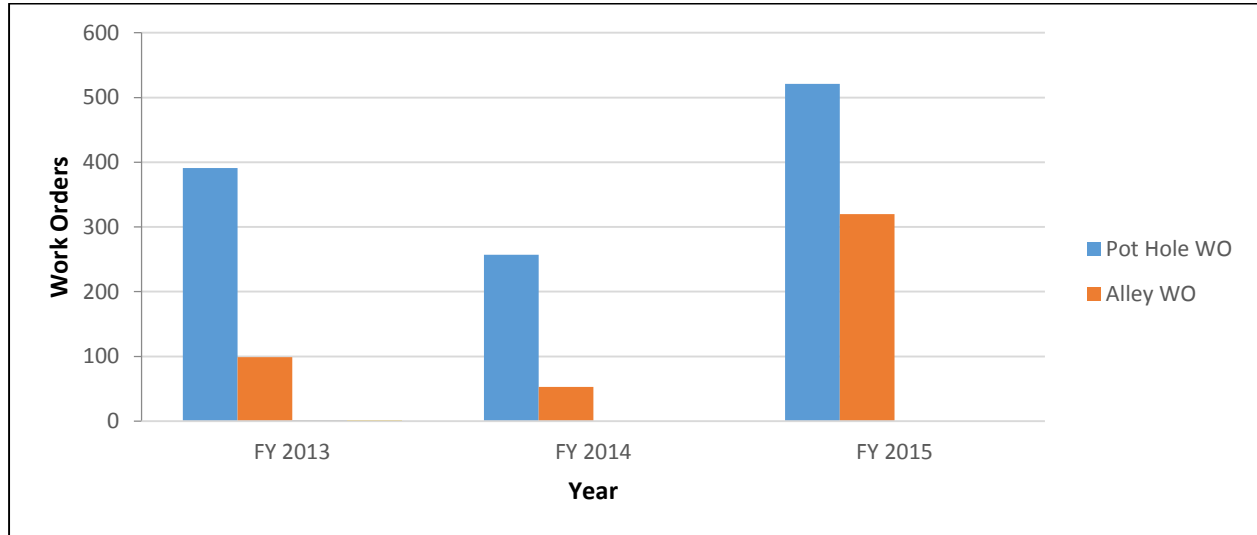
Notes:

- Amounts shown are measured in tons.
- In 2013 C&D waste raised dramatically as residential C&D dropped, partially due to the increase in city policy to perform residential voluntary demolitions.
- In 2015, the city is encouraging stricter rules on demolitions as landfill capacity is decreasing.

PUBLIC WORKS (STREETS)

Pothole and Alley Work Orders

History:



	FY 2013	FY 2014	FY 2015
Pot Hole WO	391	257	521
Alley WO	99	53	320

Monthly Reporting:

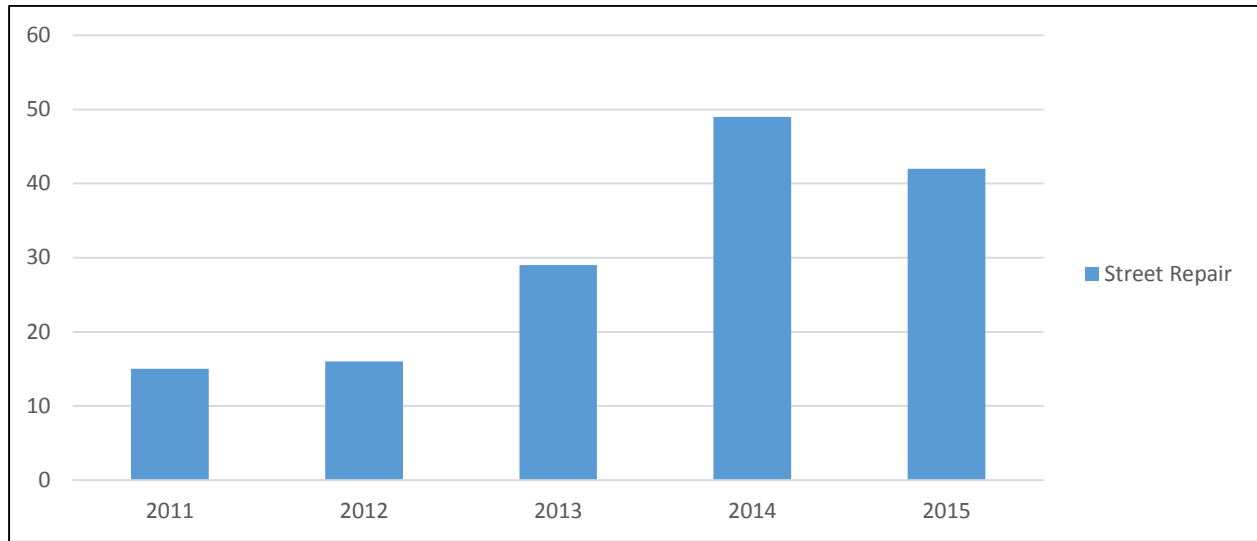
	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Pothole WO	521	37	33	349
Alley WO	320	46	21	188

Notes:

- Increase in 2015 Pot Hole and Alley Work Orders due to all the rain that occurred that year.
- Each Pot Hole Work Order includes anywhere from 10 to 20 potholes.

Street Repairs

History:



	2011	2012	2013	2014	2015
Street Repair	15	16	29	49	42

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Street Repairs	42	1	10	26

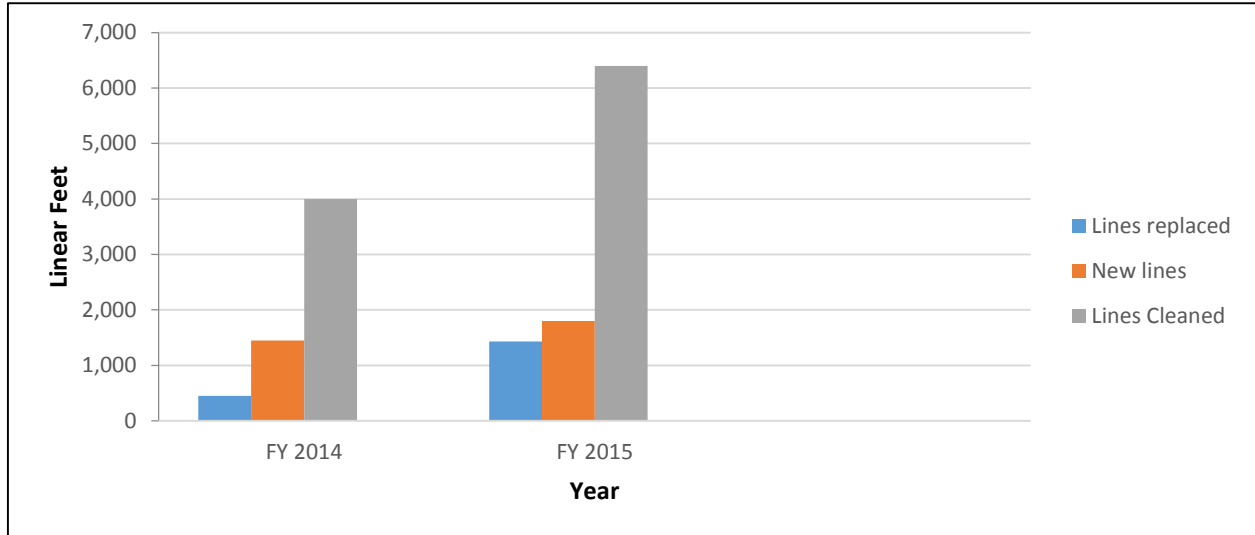
Notes:

- 2011 and 2012 saw major construction projects that impacted the ability of staff to do additional streets. Armstrong Street from Santa Gertrudis to Caesar Street and Aisle Street from Franklin Adams to Carlos Truan respectively.
- The decrease in 2015 was due to all the rain that occurred that year.

PUBLIC WORKS (WASTEWATER)

Waste Water Collection

History:



	FY 2014	FY 2015
Lines replaced	450	1,430
New lines	1,450	1,800
Lines Cleaned	4,000	6,400

Monthly Reporting:

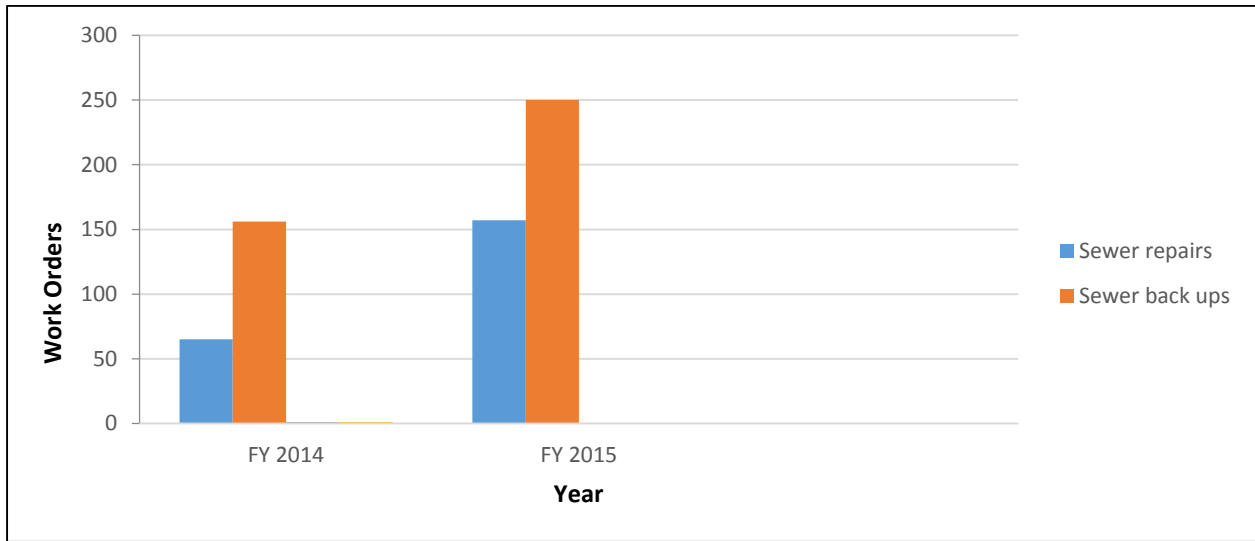
	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Lines replaced	1,430	300	0	1,200
New lines	1,800	100	0	200
Lines Cleaned	6,400	1200	600	5,000

Notes:

- Increase in 2015 was due to new equipment and improved "grease trap" maintenance.

Sewer Repairs and Back Ups

History:



	FY 2014	FY 2015
Sewer Repairs	65	157
Sewer Back Ups	156	250

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Sewer Repairs	157	6	15	55
Sewer Back Ups	250	11	7	103

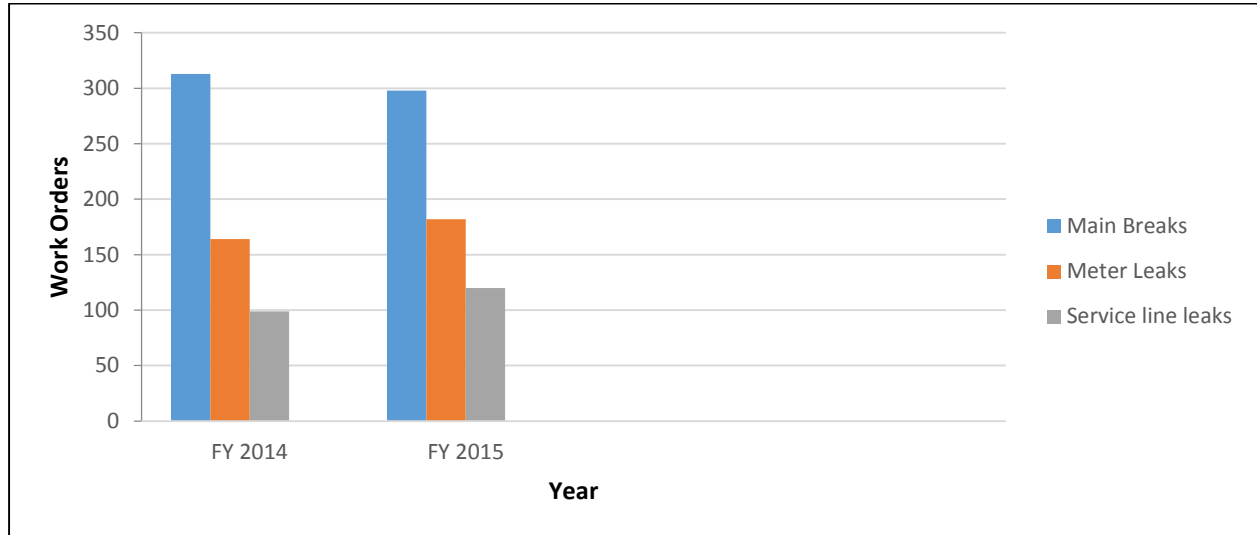
Notes:

- The increase in Sewer Back Ups in FY 2015 was due to the Inflow and Infiltration that occurred during large rain events.

PUBLIC WORKS (WATER DISTRIBUTION)

Main Breaks, Meter and Service Leaks

History:



	FY 2014	FY 2015
Main Breaks	313	298
Meter Leaks	164	182
Service Line Leaks	99	120

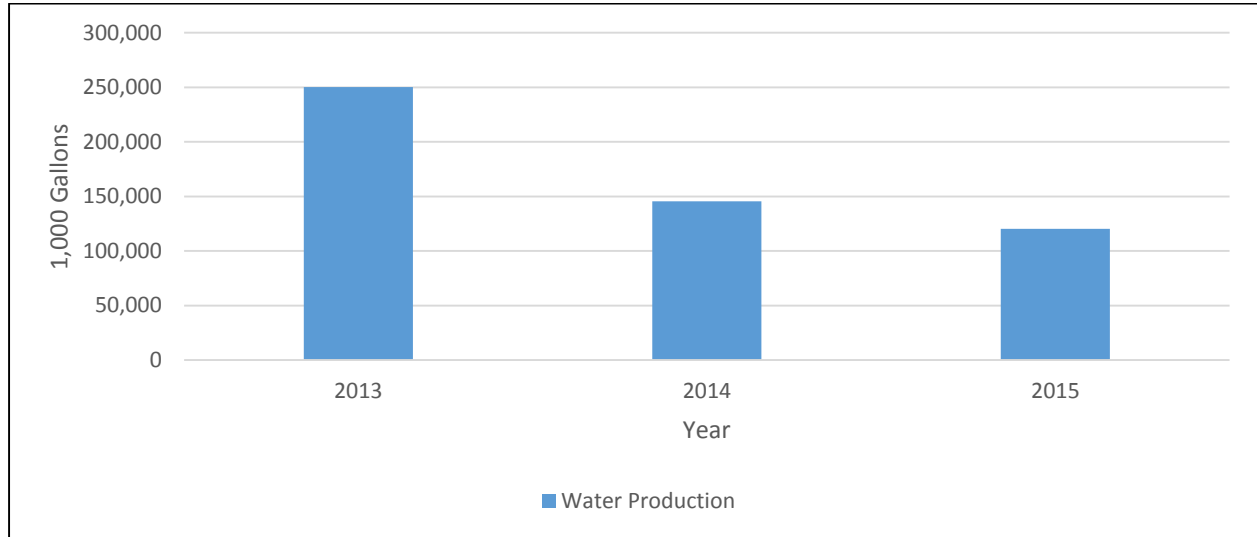
Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Main Breaks	298	8	11	144
Meter Leaks	182	4	7	93
Service line leaks	120	10	13	82

PUBLIC WORKS (WATER PRODUCTION)

Well and STWA Production

History:



	FY 2013	FY 2014	FY 2015
Water Production	250,154	145,513	120,259

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year To Date (Oct - Apr)
Water Production	120,259	5,928	10,470	50,008

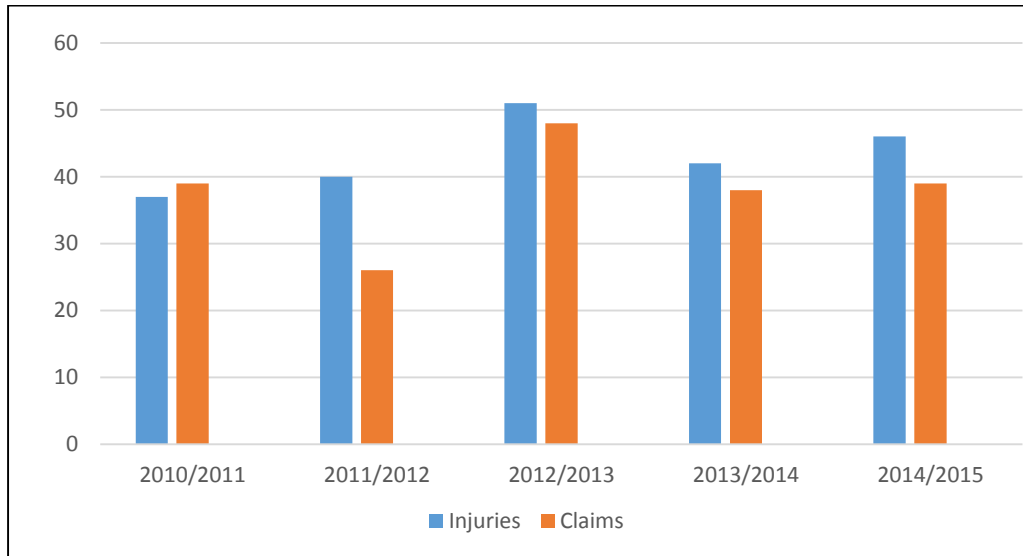
Notes:

- The charts and graphs presented are in 1000 gallons.
- 2015 was very wet resulting in reduced water demand by consumers.

RISK MANAGEMENT

Injuries & Claims

History:



Monthly Reporting:

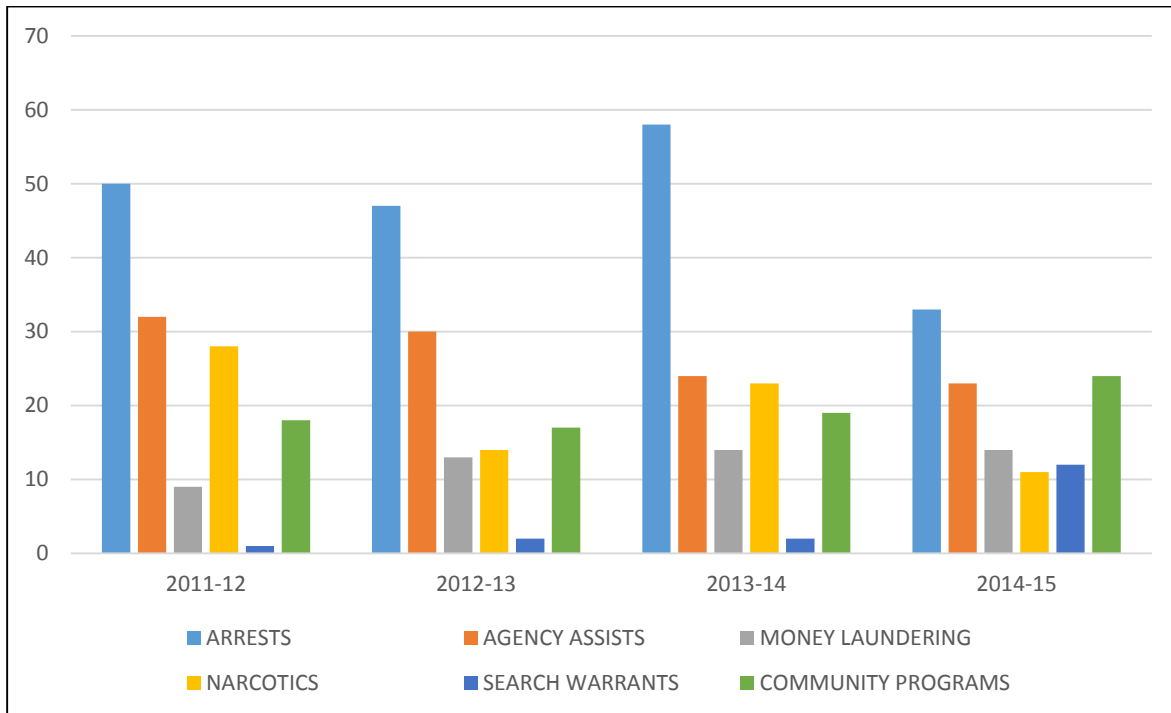
	Previous Year 14/15	Previous Mo. March 2016	Current Mo. April 2016	Year to Date (Oct. – April)
Injuries	46	3	5	17
Claims	39	1	2	5
Exp Modifier	.70	.58	.58	.58

Notes:

- Both Injuries and Claims have decreased since FY 2012-2013
- Claims for the first quarter of FY 2015-2016 are low
- Experience Modifier Rating has increased in the last few years as well due to improved internal processes and training. This rating is used to calculate premiums and a high rate leads to minimized premiums. The rating is at .70.

TASK FORCE

History:



Monthly Reporting:

	Previous Year Total	Previous Mo. Mar 2016	Current Mo. April 2016	Year to Date (Oct.-April)
ARRESTS	33	1	3	22
AGENCY ASSISTS	23	11	4	30
MONEY LAUNDERING	14	0	1	5
NARCOTICS	11	1	2	16
SEARCH WARRANTS	12	0	1	5
COMMUNITY PROGRAMS	24	1	1	9

Room Nights

History:



	2012	2013	2014	2015
Percent Occupied	59%	57%	66%	54%

Monthly Reporting:

	FY 2015 Totals	Previous Month Feb. 2016	Current Month March	FY 2016 Oct - Mar
Available	214,620	16,704	17,913	105,142
Sold	122,407	8,855	8,932	49,743
Percent Occupied	57%	53%	50%	47%

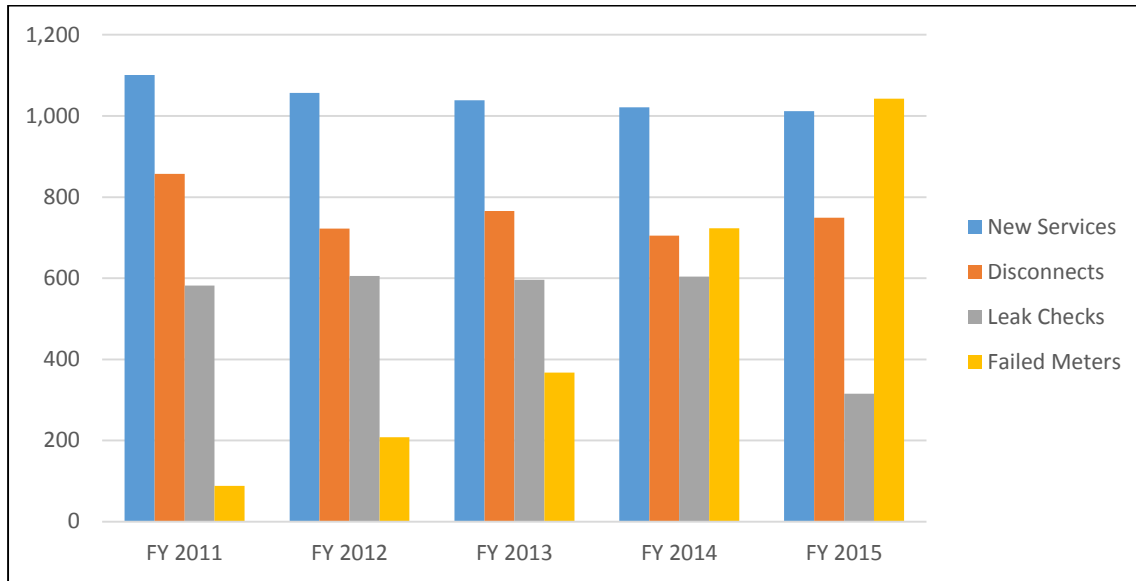
Notes:

- Hotel Data is measured by Fiscal Year.
- Hotel Data information is due one month behind, thus monthly data shows January as current month.
- Annual available rooms may vary due to Leap Years and Room Maintenance.

UTILITY BILLING & METER READING

Service Orders

History:



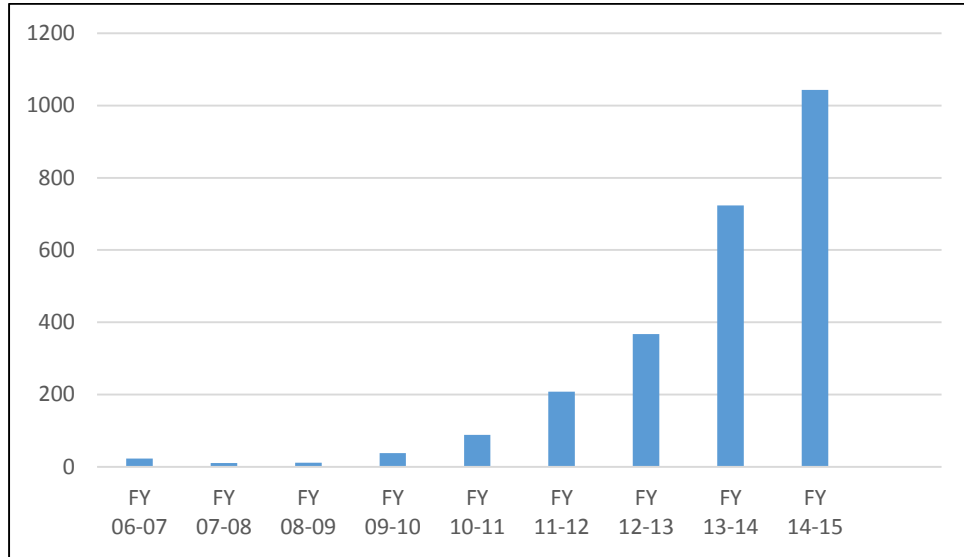
	2011	2012	2013	2014	2015
New Services	1,101	1,057	1,039	1,021	1,012
Disconnects	857	722	766	705	749
Leak Checks	582	606	596	604	315
Failed Meters	88	208	367	723	1,043

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year to Date (Oct - Apr)
New Services	1,012	82	83	646
Disconnects	749	51	54	445
Leak Checks	315	23	41	236
Failed Meters	1,043	58	145	813

Failed Meters Service Orders

History:



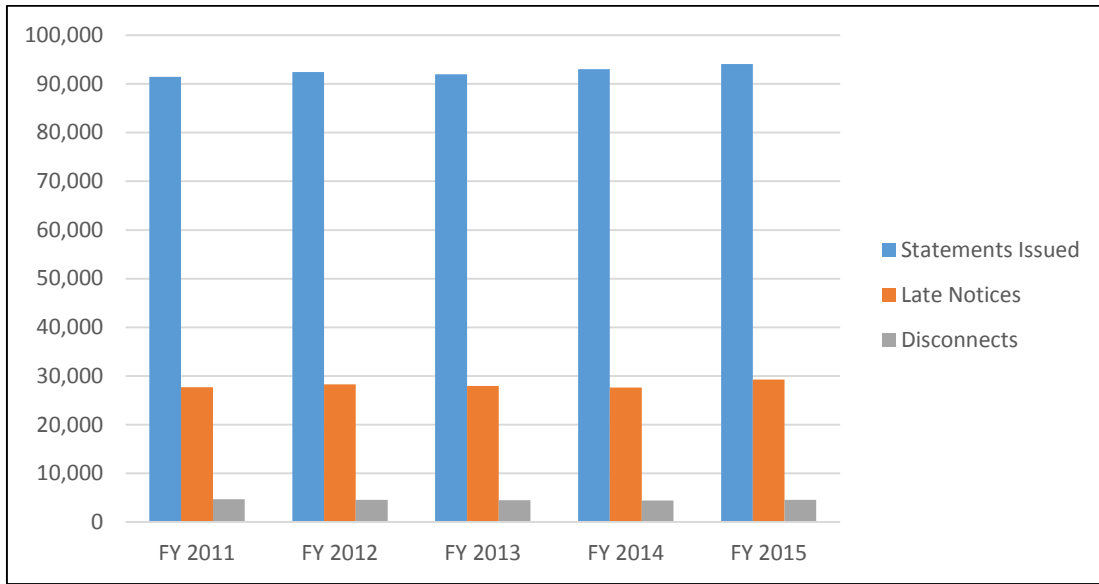
FY 06-07	23
FY 07-08	10
FY 08-09	11
FY 09-10	38
FY 10-11	88
FY 11-12	208
FY 12-13	367
FY 13-14	723
FY 14-15	1043

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year to Date (Oct - Apr)
Failed Meters	1,043	58	148	813

Billing

History:



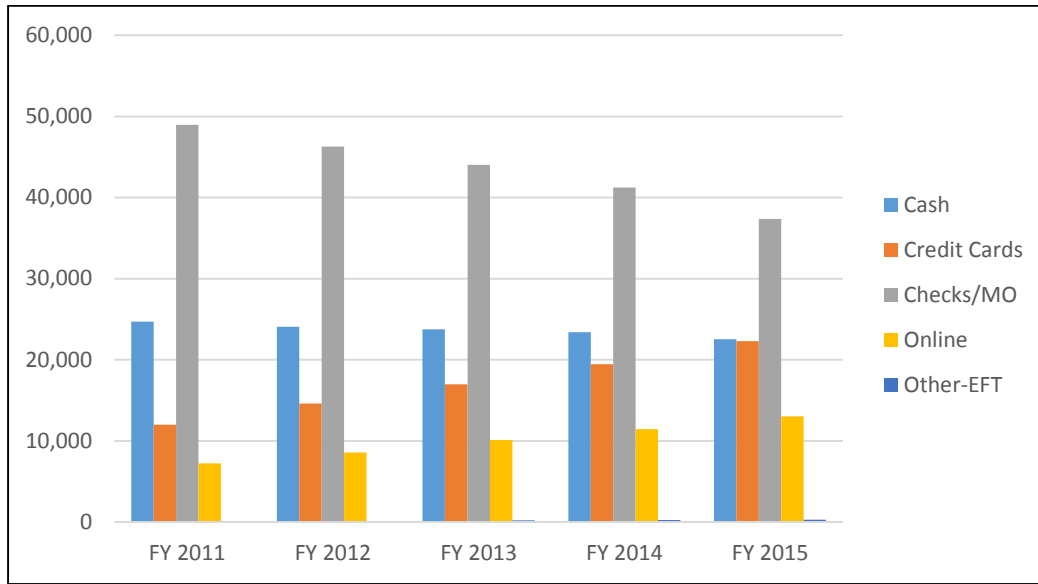
	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Statements Issued	91,450	92,480	91,984	93,070	94,059
Late Notices	27,680	28,310	27,956	27,629	29,252
Disconnects	4,677	4,546	4,474	4,442	4,576

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year to Date (Oct - Apr)
Statements Issued	94,059	7,975	7,969	55,646
Late Notices	29,252	2,414	2,018	17,032
Disconnects	4,576	448	209	2,725

Payments

History:



	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Cash	24,690	24,075	23,739	23,413	22,525
Credit Cards	12,011	14,617	16,983	19,456	22,307
Checks/MO	48,950	46,265	44,032	41,216	37,367
Online	7,216	8,585	10,097	11,447	13,047
Other-EFT	55	53	231	251	297

Monthly Reporting:

	Previous Year Total FY 14-15	Previous Month Mar 2016	Current Month Apr 2016	Current Year to Date (Oct - Apr)
Cash	22,525	1,794	1,678	12,348
Credit Cards	22,307	986	878	9,217
Checks/MO	37,367	2,835	2,871	20,636
Online	13,047	1,205	1,182	8,181
Other-EFT	297	20	19	140